



STIC Search Report

EIC 2600

STIC Database Tracking Number: 179170

TO: Fan S Tsang
Location: KNX 7D44
Art Unit : 2645
Monday, February 13, 2006

Case Serial Number: 09/973581

From: Virgil O. Tyler(ASRC)
Location: EIC 2600
KNX-8B68
Phone: 571-272-8536

Virgil.Tyler@uspto.gov

Search Notes

Dear Supervisory Examiner Tsang,

Attached are the search results (from DIALOG (NPL) databases and the Internet) for your case.

Tags mark the patent/articles, which might be of interest. After you review all records including tagged and untagged records, if you wish to order the complete text of any record, please submit request(s) directly to the STIC-EIC 2600 Email Box or hand carry the request to the front desk of the respective EIC.

Please call if you have any questions or suggestions. I have enclosed a Search Results Feedback Form to facilitate further comments or suggestions. Please take a few minutes to share with us your feedback.

Thanks

Virgil O. Tyler, CLIN Assistant
Technical Information Specialist
ASRC Aerospace Corporation
EIC 2600





STIC Search Results Feedback Form

EIC 2600

Questions about the scope or the results of the search? Contact *the EIC searcher* or contact:

Pamela Reynolds, EIC 2600 Team Leader
571-272-3505, Knox 8B59

Voluntary Results Feedback Form

➤ I am an examiner in Workgroup: Example: 2663

➤ Relevant prior art **found**, search results used as follows:

- ☐ 102 rejection
- ☐ 103 rejection
- ☐ Cited as being of interest.
- ☐ Helped examiner better understand the invention.
- ☐ Helped examiner better understand the state of the art in their technology.

Types of relevant prior art found:

- ☐ Foreign Patent(s)
- ☐ Non-Patent Literature
(journal articles, conference proceedings, new product announcements etc.)

➤ Relevant prior art **not found**:

- ☐ Results verified the lack of relevant prior art (helped determine patentability).
- ☐ Results were not useful in determining patentability or understanding the invention.

Comments:

Drop off or send completed forms to STIC/EIC2600 Knox 8B59



File 2:INSPEC 1898-2006/Jan W4
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File 95:TEME-Technology & Management 1989-2006/Feb W2
(c) 2006 FIZ TECHNIK

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(c) 2006 The HW Wilson Co.

File 144:Pascal 1973-2006/Jan W4
(c) 2006 INIST/CNRS

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(c)2001 ProQuest Info&Learning

File 483:Newspaper Abs Daily 1986-2006/Feb 10
(c) 2006 ProQuest Info&Learning

File 248:PIRA 1975-2006/Jan W3
(c) 2006 Pira International

Set	Items	Description
S1	2522466	CALL???() (CENTER?? OR HANDL???) OR CALL??? OR PHONE?? OR M-ODEM(3N)DIAL??? OR TELEPHONE?? OR FAX??? OR FACSIMILE OR PAGE-??
S2	50915	(SAME OR DIFFERENT OR ANOTHER OR OTHER) (3N)S1
S3	4465681	QUEUE??? OR HOLD??? OR STACK??? OR WAIT??? OR LINE OR ROUT?-??
S4	4803748	MERCHANT?? OR AGENT?? OR ATTENDANT?? OR SPONSOR??? OR STORE OR CATALOG OR SERVICE?? OR (THIRD OR 3()RD OR 3RD) () (PARTY OR PARTIES OR PERSON??) OR CUSTOMER()SERVICE??
S5	124480	(AT())LEAST()ONE OR FIRST OR PRIMARY OR INITIAL OR ONE OR 1-) (3N)S4
S6	203451	(SECOND? OR NEXT OR TWO OR 2 OR OTHER OR ANOTHER) (3N)S4
S7	58205	(ASSOCIAT??? OR CONNECT??? OR DETERMINE??? OR ESTABLISH???-) (3N) (S4:S6)
S8	7596119	PURCHASE?? OR PURCHASING OR ORDER?? OR ORDERING OR BUY??? - OR CHARG??? OR SHOP???? OR PAY()PER()VIEW OR RESERVE OR RESER- VATION??
S9	1026295	ON()LINE OR INTERNET OR WEB OR WWW OR WORLD()WIDE()WEB OR - WEB()SITE?? OR E()COMMERCE
S10	7398200	COMPUTER?? OR SERVER?? OR DATABASE?? OR FILE?? OR CLIENT OR NETWORK??
S11	17758	AU=(WALKER, J? OR WALKER J? OR JORASCH, J? OR JORASCH J? OR SPARICO, T? OR SPARICO T? OR DOWNS, M? OR DOWNS, M?)

S12	3919	(ENTERTAINMENT OR GAME?? OR GAMING) (3N) SERVICE??
S13	59640	ACCESS(3N) (INFORMATION OR NAME?? OR ID OR IDENTIFICATION OR NUMBER?? OR ADDRESS OR CREDIT() CARD() (ACCOUNT?? OR NUMBER) OR TRACK? OR PASSWORD?? OR URL OR (UNIFORM OR UNIVERSAL) () RESOU- RCE() LOCATOR??)
S14	42937	(S1 OR S2) (3N) S3
S15	2310	S14(3N) S4
S16	65	S15(3N) S5
S17	2	S16(3N) S6
S18	26	S15(3N) S7
S19	23	RD (unique items)
S20	21	S19 NOT PY>2001
S21	0	S20(3N) S8
S22	8	S20 AND S8
S23	10	S20(3N) (S9 OR S10)
S24	7	S23 NOT (S22 OR S17)
S25	0	S20(3N) S12
S26	0	S20(3N) S13
S27	0	S16(3N) S12
S28	0	S16(3N) S13
S29	2	S15(3N) S12
S30	2	S29 NOT (S17 OR S22 OR S24)
S31	0	S15 AND S11
S32	14813	(S4:S6) (3N) S8(3N) (S9 OR S10)
S33	32	S32(3N) S2
S34	1	S33(3N) (S12 OR S13)
S35	1	S34 NOT (S17 OR S22 OR S24 OR S30)
S36	26	RD S33 (unique items)
S37	25	S36 NOT (S17 OR S22 OR S24 OR S30 OR S35)
S38	17	S37 NOT PY>2001
S39	0	S38 AND S11
S40	16	S38 NOT ROLES
S41	0	S40(3N) QUEUE
S42	0	S40 AND QUEUE??
S43	80	S15(3N) QUEUE??
S44	11	S43(3N) (S8:S13)
S45	10	RD (unique items)
S46	10	S45 NOT PY>2001
S47	9	S46 NOT (S17 OR S22 OR S24 OR S30 OR S35 OR S40)

17/3,K/1 (Item 1 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2006 Institution of Electrical Engineers. All rts. reserv.

0000637712 INSPEC Abstract Number: 1963B02396

Title: Error-correcting data links using chain codes

Author(s): Heath, F.G.; Wong, D.C.K.

Journal: Proceedings of the Institution of Electrical Engineers 109B
p.349-355

Publication Date: 1962 Country of Publication: UK

Language: English

Subfile: B C

Copyright 2004, IEE

...Abstract: particular equipment is described in outline which would be suitable for transmitting the contents of **one** computer **store** over a **telephone line** and into **another store** . The paper shows that chain codes with less than 2" digits in the major chain...

17/3,K/2 (Item 1 from file: 583)

DIALOG(R)File 583:Gale Group Globalbase(TM)

(c) 2002 The Gale Group. All rts. reserv.

09907958

State urged to back software production

Thailand: Population with telecommunication access out

Bangkok Post (XBN) 18 Oct 2002

Language: ENGLISH

... the percentages of population that has access to telecommunication services are listed below :- - broadband wireless **services** , less than **1** %; - fixed- **line phone services** , 12%; - Internet, **2** %; and - cellular phones, 25%.

22/3,K/1 (Item 1 from file: 2)
DIALOG(R)File 2:INSPEC
(c) 2006 Institution of Electrical Engineers. All rts. reserv.

05462775

Title: Communications software

Author(s): Phillips, T.
Journal: Which Computer? vol.16, no.6 p.95-7, 99-100, 102, 106-8
Publication Date: June 1993 Country of Publication: UK
CODEN: WHCOD8 ISSN: 0140-3435
Language: English
Subfile: D

Abstract: One of the main uses of most straightforward PC communications packages is **connection** to on- **line** **services** . **Fax** software is a variation on communications that lets the user send and receive faxes directly...

...The author briefly discusses the features of communications software and then describes the three best **buy** packages in each category. These are ProComm Plus for Windows 1.0, WinFax Pro 3...

22/3,K/2 (Item 1 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

09485370

Rules may tighten for DoCoMo, lighten for NTT East, West

JAPAN: RULES ON NTT FIRMS MAY BE REVISED
Nikkei Net Interactive (ATM) 16 Mar 2001 NihonKeizai Shimbun online
Language: ENGLISH

... facilities to other operators at cheaper access fees. Apart from this, calculation system of connection **charges** adopted by DoCoMo will have to be disclosed to the government for approval. As for...

... connection. Additionally, both firms will likely be approved to kick start the L-mode fixed **line** **telephone** Internet **connection** **service** .

22/3,K/3 (Item 2 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

06450198

Macao: CTM sells Philips Spark Voice Dial mobile

MACAO: VOICE DIAL MOBILE PRICED AT P3,500
Macao Daily News (XKI) 25 Mar 1997 P.2
Language: CHINESE

... Spark Voice Dial mobile is available in CTM Telecom Company in Macao. New client can **purchase** the mobile at P3,500. The regular price is P4,000 each. There are also...

... mobile is P2,500 for new clients and caller display connection service is free of **charge** . 2. **Purchasing** a Philips Spark mobile in March, new clients can enjoy free GSM conversation times in April and free **call** forwarding and **call** waiting **connection** **services** . 3. Free "message leaving service" in March. 4. The first 30 new clients will be...

22/3,K/4 (Item 3 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

06433153
Taiwan: Taipei Sogo provides free service phone line
TAIWAN: SOGO'S FREE "080" SERVICE PHONE LINE
China Times (XKB) 7 February 1997 P.7
Language: CHINESE

Sogo has established its free service phone line for customers of its Kaohsiung or Taipei shops in Taiwan. The telephone number is 080-212-002. *...

22/3,K/5 (Item 1 from file: 483)
DIALOG(R)File 483:Newspaper Abs Daily
(c) 2006 ProQuest Info&Learning. All rts. reserv.

06594486 SUPPLIER NUMBER: 82380908
A Company Faces a Calamity's Personal Side
Hays, Constance L
New York Times, p 4
Sep 30, 2001
ISSN: 0362-4331 . NEWSPAPER CODE: NYT
; Newspaper article
LANGUAGE: English RECORD TYPE: ABSTRACT

...ABSTRACT: price retailing -- selling clothes, jewelry and home furnishings at lower prices than department stores. TJX shoppers tend to have department-store tastes but are value-minded about budgets. After the TJX...

...helped employees of the company, which owns the TJ Maxx and Marshall's chains, by calling in counselors and holding services in victims' hometowns. (Associated Press)

22/3,K/6 (Item 2 from file: 483)
DIALOG(R)File 483:Newspaper Abs Daily
(c) 2006 ProQuest Info&Learning. All rts. reserv.

06133379 SUPPLIER NUMBER: 59901195
Coke to try new TV ad medium Beverage giant becomes one of first accounts for fledgling maker of digital video recorders.
Leith, Scott
Atlanta Constitution, p D.1
Sep 12, 2000
NEWSPAPER CODE: ATL
DOCUMENT TYPE: News; Newspaper article
LANGUAGE: English RECORD TYPE: ABSTRACT

...ABSTRACT: sign up with ReplayTV, a digital video recording service. This is how ReplayTV works: Users buy a set-top box that looks a bit like a VCR. At the moment, ReplayTV boxes cost \$499 to \$599, depending on storage capabilities. There are no monthly charges . ReplayTV finds and "records" TV shows the viewer chooses. Programs are stored on the box...

...codes or show times. The system's Channel Guide is updated each night when ReplayTV **connects** to the ReplayTV **Service** through a **phone line**. / TROY OXFORD / Staff

22/3,K/7 (Item 3 from file: 483)
DIALOG(R)File 483:Newspaper Abs Daily
(c) 2006 ProQuest Info&Learning. All rts. reserv.

05551028

State ruling could boost on-line fees Agency expected to side with Bell Atlantic in dispute

Mohl, Bruce
Boston Globe, Sec D, p 1, col 5
May 19, 1999
ISSN: 0743-1791 NEWSPAPER CODE: BG
DOCUMENT TYPE: News; Newspaper
LANGUAGE: English RECORD TYPE: ABSTRACT
LENGTH: Medium (6-18 col inches)

...ABSTRACT: carried initially by Bell Atlantic to a competing phone company, like Global NAPs, which then **routes** the **calls** to an Internet **service** provider that **connects** the customer to the Internet.

...DESCRIPTORS: Fees & **charges** ;

22/3,K/8 (Item 1 from file: 248)
DIALOG(R)File 248:PIRA
(c) 2006 Pira International. All rts. reserv.

00411346 Pira Acc. Num.: 20032282

Title: THE HIDDEN COSTS OF SURFING

Authors: May M
Source: Times no. 65,313, 7 July 1995, p. 33
Publication Year: 1995
Document Type: Newspaper Article; Journal Article
Language: English

...Abstract: The possibility of BT providing free local calls in return for an increased line rental **charge** would be a boon for the fast-growing number of PC users **connecting** to online **services** over their **telephone line**. This is one of several packages being considered by BT and has been put forward...

24/3,K/1 (Item 1 from file: 95)
DIALOG(R)File 95:TEME-Technology & Management
(c) 2006 FIZ TECHNIK. All rts. reserv.

00523758 E92010012228

Modelisation et simulation du retard dans un element de commutation ATM
(Modellierung und Simulation der Verzoeigerung in einem ATM Koppelnetz)
Gruenenfelder, R
Lab. de Telecommunications, Lausanne, CH
Mitteilungen der Arbeitsgemeinschaft fuer elektrische Nachrichtentechnik
der Stiftung Hasler-Werke Bern (AGEN), v42, n54, pp19-23, 1991
Document type: journal article Language: French
Record type: Abstract
ISSN: 1016-1554

DESCRIPTORS: TELECOMMUNICATION; DATA SIGNALLING RATE; **TELEPHONE SERVICE**
; **CONNECTING NETWORKS ; QUEUE --**

24/3,K/2 (Item 1 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

09618316

Poor demand brings down L-mode Internet fax machine prices
Japan: Prices of L-mode fax machines shrinking
Nikkei Net Interactive (ATM) 17 Oct 2001 NihonKeizai Shimbun Online
Language: ENGLISH

... Corp <NTT>, is poor as the service offers only limited content. L-mode
is an **Internet connection service** using fixed telephone line.

24/3,K/3 (Item 2 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

09160720

IPC joins hands with US Internet operator
US/SINGAPORE: IPC TIES UP WITH JUNO ONLINE
The Straits Times (XBB) 16 Sep 1999 p.61
Language: ENGLISH

... full Internet access service. Buddy is a device that allows multiple
users to access the **Internet** through one **phone line** and **Internet**
service connection . Users can also work either on different or the same
applications at the same time...

24/3,K/4 (Item 3 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

09074654

T-Online mu 6-Pfennig-Tarif aufsplitten
GERMANY: DECISION ON T-ONLINE RATES
Sddeutsche Zeitung (SDZ) 15 Mar 1999 p.31
Language: GERMAN

... legal proceedings started by AOL Deutschland, the company has to split

up the costs for **telephone connection** and **on - line service** . AOL suspects that Deutsche Telekom is cross-subsidising its on-line service by low telephone...

24/3,K/5 (Item 4 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

06603377
CTM offers special IDD rates on Saturdays and Sundays
MACAO: SPECIAL IDD RATES ON SATURDAYS & SUNDAYS
Macao Daily News (XKI) 18 Mar 1998 p.a12
Language: CHINESE

... 24 hours on Sunday. This service is not applicable to international private line service, connect **calls** , pay phone, integrated **network** service, SIM cards and phone cards. *...

24/3,K/6 (Item 5 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

06285344
Peacock stellt zur CeBIT '96 eine Multimedia-Einheit vor
GERMANY: PEACOCK OFFERS MULTIMEDIA UNIT
Computerwoche (CWE) 15 Mar 1996 p.46
Language: GERMAN

...or PC data or PC game CDs. Further, a fax and voice modem for the **connection** to **on - line services** or **phone** answering is integrated in the base unit. The device is expandable by modules, e.g...

24/3,K/7 (Item 1 from file: 483)
DIALOG(R)File 483:Newspaper Abs Daily
(c) 2006 ProQuest Info&Learning. All rts. reserv.

03947051
Software cues reps to customer data, adding human touch to PC naking
Epper, Karen
American Banker, p 20, col 4
Mar 11, 1996
ISSN: 0002-7561 NEWSPAPER CODE: AB
DOCUMENT TYPE: News; Newspaper
LANGUAGE: English RECORD TYPE: ABSTRACT
LENGTH: Short (0-6 col inches)

...ABSTRACT: designed to complement PC banking services. The "Call Me" software lets consumers who are banking **on - line connect** via **telephone** with customer service representatives who are automatically fed information on the customer who has called.

30/3,K/1 (Item 1 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

06079974
Heseltine's 'computer age blow to Britain'
UK: BT BAN HOLDS BACK SUPER HIGHWAY DEVELOPMENT
The Independent (TI) 23 Nov 1994 p.2
Language: ENGLISH

Government refusal to allow British Telecom (BT) to provide **entertainment services** on its **telephone** network will **hold** back the development of an information Super Highway in the UK, according to the Labour...

30/3,K/2 (Item 1 from file: 483)
DIALOG(R)File 483:Newspaper Abs Daily
(c) 2006 ProQuest Info&Learning. All rts. reserv.

05883755 SUPPLIER NUMBER: 50292901
France's Vivendi to List Its Stock, Shares of Utilities Unit on NYSE
Barrett, Amy
Wall Street Journal, p A15
Feb 25, 2000
ISSN: 0099-9660 NEWSPAPER CODE: WSJ
; Newspaper article
LANGUAGE: English RECORD TYPE: ABSTRACT

...ABSTRACT: the branch so that Vivendi could focus on its fastgrowing communications activities. These include fixed- **line** and mobile **telephone service**, publishing, video **games**, multimedia and pay-television interests. The initial public offering of the utilities branch, called Vivendi...

35/3,K/1 (Item 1 from file: 483)
DIALOG(R)File 483:Newspaper Abs Daily
(c) 2006 ProQuest Info&Learning. All rts. reserv.

04953195

**CALIFORNIA: News and Insight on Business in the Golden State; New State
Measure Targets Unauthorized Phone Charges**

Oldham, Jennifer

Los Angeles Times, Sec D, p 2, col 1

Mar 10, 1998

ISSN: 0458-3035 NEWSPAPER CODE: LA

DOCUMENT TYPE: News; Newspaper

LANGUAGE: English RECORD TYPE: ABSTRACT

LENGTH: Medium (6-18 col inches)

...ABSTRACT: by requiring phone companies and other telecommunications firms to obtain customers' consent before adding a **charge** for **Internet** laccess , voicemail, paging, 900- **number** **calls** or **other** **services** on their local phone bills.

47/3,K/1 (Item 1 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2006 Institution of Electrical Engineers. All rts. reserv.

07624934 INSPEC Abstract Number: B2000-08-0240C-003, C2000-08-1140C-003

Title: Modelling congestion in closed queueing networks

Author(s): Pollett, P.K.

Author Affiliation: Dept. of Math., Queensland Univ., Brisbane, Qld., Australia

Journal: International Transactions in Operational Research vol.7, no.4-5 p.319-30

Publisher: Elsevier,

Publication Date: July-Sept. 2000 Country of Publication: UK

CODEN: ITORF9 ISSN: 0969-6016

SICI: 0969-6016(200007/09)7:4/5L:319:MCCQ;1-G

Material Identity Number: E423-2000-004

U.S. Copyright Clearance Center Code: 0969-6016/2000/\$20.00

Language: English

Subfile: B C

Copyright 2000, IEE

Abstract: We consider the problem of identifying regions of congestion in closed queueing **networks** with state-dependent **service** rates. A particular **queue** is **called** a bottleneck if the number of customers in that queue grows without bound as the...

47/3,K/2 (Item 2 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2006 Institution of Electrical Engineers. All rts. reserv.

03615500 INSPEC Abstract Number: B86016736

Title: Queue service policies for access control in ISDN

Author(s): Kraimeche, B.; Schwartz, M.

Author Affiliation: Bell Commun. Res., Red Bank, NJ, USA

Conference Title: IEEE International Conference on Communications 1985 (Cat. No. 85CH2175-8) p.293-7 vol.1

Publisher: IEEE, New York, NY, USA

Publication Date: 1985 Country of Publication: USA 3 vol. xxii+1587 pp.

U.S. Copyright Clearance Center Code: CH2175-8/85/0000-0293\$01.00

Conference Sponsor: IEEE

Conference Date: 23-26 June 1985 Conference Location: Chicago, IL, USA

Language: English

Subfile: B

...Abstract: an integrated communication network for a population of all-queued heterogeneous sources. The system thus **calls** for efficient **queue - service - order** policies for scheduling waiting access requests onto the common channel. For the case of two...

47/3,K/3 (Item 3 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2006 Institution of Electrical Engineers. All rts. reserv.

02880501 INSPEC Abstract Number: B82037043, C82025292

Title: Analysis on asymmetric polling systems with limiting service

Author(s): Kurosawa, K.; Tsujii, S.

Author Affiliation: Dept. of Electrical & Electronic Engng., Tokyo Inst.

of Technol., Tokyo, Japan

Conference Title: NTC '81. IEEE 1981 National Telecommunications
Conference. Innovative Telecommunications - Key to the Future p.G4.2/1-5
vol.4

Publisher: IEEE, New York, NY, USA

Publication Date: 1981 Country of Publication: USA 4 vol. 1802 pp.

Conference Sponsor: IEEE

Conference Date: 29 Nov.-3 Dec. 1981 Conference Location: New Orleans,
LA, USA

Language: English

Subfile: B C

Abstract: A model of several queues served in cyclic order by a single
server is called a multi-**queue** model. The limiting **service** model is
a variation of this model, in which the queue of waiting units is...

47/3,K/4 (Item 1 from file: 8)

DIALOG(R)File 8:Ei Compendex(R)

(c) 2006 Elsevier Eng. Info. Inc. All rts. reserv.

02942045 E.I. Monthly No: EI9008095946

Title: **Efficient demand-assignment multiple-access scheme for satellite
mobile radio dispatch networks.**

Author: Leung, Victor C. M.; Ali, Mohammad O.; Spolsky, Andrew I.

Corporate Source: Chinese Univ of Hong Kong, Dep of Electron, Shatin,
Hong Kong

Source: IEEE Transactions on Vehicular Technology v 38 n 4 Nov 1989 p
204-210

Publication Year: 1989

CODEN: ITVTAB ISSN: 0018-9545

Language: English

Identifiers: DEMAND-ASSIGNMENT MULTIPLE-ACCESS SCHEME; SATELLITE MOBILE
RADIO DISPATCH **NETWORKS** ; BLOCK **CALLS** **QUEUED** **SERVICE** DISCIPLINE;
PIPELINED MESSAGING; DAMA SIGNALING

47/3,K/5 (Item 1 from file: 35)

DIALOG(R)File 35:Dissertation Abs Online

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01300779 ORDER NO: AADMM-72804

**DYNAMIC SCHEDULING STRATEGIES FOR PSEUDO PARALLEL QUEUES: OBSERVING QUEUES
BEFORE JOINING**

Author: POON, WAI-HANG

Degree: M.C.S.

Year: 1991

Corporate Source/Institution: UNIVERSITY OF WINDSOR (CANADA) (0115)

Source: VOLUME 31/03 of MASTERS ABSTRACTS.

PAGE 1273. 119 PAGES

ISBN: 0-315-72804-3

...work in parallel to increase the system throughput and resource
utilization. A class of multiple **server** **queues** , called pseudo
parallel **queues** , was investigated. Exponential **service** times and
interarrival times are assumed throughout.

We are especially interested in establishing strategies for...

47/3,K/6 (Item 1 from file: 144)

DIALOG(R)File 144:Pascal

(c) 2006 INIST/CNRS. All rts. reserv.

14904100 PASCAL No.: 01-0052751

A model for rational abandonments from invisible queues

MANDELBAUM Avishai; SHIMKIN Nahum

Department of Industrial Engineering, Technion - Israel Institute of Technology, Haifa 32000, Israel; Department of Electrical Engineering, Technion - Israel Institute of Technology, Haifa 32000, Israel

Journal: Queueing systems, 2000, 36 (1-3) 141-173

Language: English

Copyright (c) 2001 INIST-CNRS. All rights reserved.

English Descriptors: Costs; **Telephone** ; **Queue** ; **Queue length** ; Modeling; User **service** ; Waiting time; **Internet** ; Time distribution; Preference; Nash equilibrium; Subscription; Multiserver queue; Exponential distribution

47/3,K/7 (Item 2 from file: 144)

DIALOG(R)File 144:Pascal

(c) 2006 INIST/CNRS. All rts. reserv.

11638632 PASCAL No.: 94-0490415

Provision of isochronous service on IEEE 802.6

XIAOMEI QIAN; KUMAR S; VAMAN D; WAKID S; CYPHER D

Stevens inst. technology, dep. EE/CS, Hoboken NJ, USA

Journal: IEEE transactions on communications, 1994, 42 (2-4 P.3)

1778-1784

Language: English

English Descriptors: Signal device; User **service** ; Priority; **Queue** ; Metropolitan area **network** ; **Call** setup

47/3,K/8 (Item 3 from file: 144)

DIALOG(R)File 144:Pascal

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03325593 PASCAL No.: 81-0365048

LANG. RUS

(SUR UN PROBLEME DANS UN SYSTEME TELEPHONIQUE)

KRENDEL YU M; LEONT'EVA N P

AN SSSR, SO, INST. AVTOMAT. EHLEKTROM., UNION OF SOVIET SOCIALIST REPUBLICS

Journal: UKR. MAT. Z., 1981, 33 (3) 394-398

Language: RUSSIAN

English Descriptors: PERFORMANCE CHARACTERISTIC; **QUEUE** ; **TELEPHONE** **NETWORK** ; **BULK SE** **RVICE^W** ; **WAITING** TIME; USE TIME

47/3,K/9 (Item 4 from file: 144)

DIALOG(R)File 144:Pascal

(c) 2006 INIST/CNRS. All rts. reserv.

03162786 PASCAL No.: 81-0198246

LANG. RUS

(CIRCUITS INCOMPLETEMENT ACCESSIBLES DANS LE CAS D'APPELS REPETES)

FALIN G I

Journal: IZV. AKAD. NAUK SSSR, TEH. KIBERN., 1980 (5) 78-85

Language: RUSSIAN

English Descriptors: NETWORK ANALYSIS; QUEUE ; TELEPHONE NETWORK ;
BULK SE RVICEAN

File 9:Business & Industry(R) Jul/1994-2006/Feb 10
(c) 2006 The Gale Group
File 15:ABI/Inform(R) 1971-2006/Feb 13
(c) 2006 ProQuest Info&Learning
File 16:Gale Group PROMT(R) 1990-2006/Feb 10
(c) 2006 The Gale Group
File 20:Dialog Global Reporter 1997-2006/Feb 09
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File 47:Gale Group Magazine DB(TM) 1959-2006/Feb 13
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File 75:TGG Management Contents(R) 86-2006/Jan W5
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File 112:UBM Industry News 1998-2004/Jan 27
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(c) 2005 The HW Wilson Co
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File 160:Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group
File 275:Gale Group Computer DB(TM) 1983-2006/Feb 10
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File 570:Gale Group MARS(R) 1984-2006/Feb 10
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File 608:KR/T Bus.News. 1992-2006/Feb 13
(c)2006 Knight Ridder/Tribune Bus News
File 620:EIU:Viewswire 2005/Oct 19
(c) 2005 Economist Intelligence Unit
File 613:PR Newswire 1999-2006/Feb 09
(c) 2006 PR Newswire Association Inc
File 621:Gale Group New Prod.Annou.(R) 1985-2006/Feb 13
(c) 2006 The Gale Group
File 623:Business Week 1985-2006/Feb 13
(c) 2006 The McGraw-Hill Companies Inc
File 624:McGraw-Hill Publications 1985-2006/Feb 13
(c) 2006 McGraw-Hill Co. Inc
File 634:San Jose Mercury Jun 1985-2006/Feb 11
(c) 2006 San Jose Mercury News
File 635:Business Dateline(R) 1985-2006/Feb 11
(c) 2006 ProQuest Info&Learning
File 636:Gale Group Newsletter DB(TM) 1987-2006/Feb 10
(c) 2006 The Gale Group
File 647:CMP Computer Fulltext 1988-2006/Feb W4
(c) 2006 CMP Media, LLC
File 696:DIALOG Telecom. Newsletters 1995-2006/Feb 13
(c) 2006 Dialog
File 674:Computer News Fulltext 1989-2005/Oct W2
(c) 2005 IDG Communications
File 810:Business Wire 1986-1999/Feb 28

(c) 1999 Business Wire
 File 813:PR Newswire 1987-1999/Apr 30
 (c) 1999 PR Newswire Association Inc
 File 587:Jane's Defense&Aerospace 2006/Feb W1
 (c) 2006 Jane's Information Group
 File 267:Finance & Banking Newsletters 2006/Feb 10
 (c) 2006 Dialog
 File 476:Financial Times Fulltext 1982-2006/Feb 14
 (c) 2006 Financial Times Ltd
 File 610:Business Wire 1999-2006/Feb 13
 (c) 2006 Business Wire.

Set	Items	Description
S1	26522429	CALL???() (CENTER?? OR HANDL???) OR CALL??? OR PHONE?? OR T-ELEPHONE??
S2	862400	(SAME OR DIFFERENT OR ANOTHER OR OTHER) (3N)S1
S3	25326893	QUEUE??? OR HOLD??? OR WAIT??? OR LINE
S4	5982	AU=(WALKER, J? OR WALKER J? OR JORASCH, J? OR JORASCH J? OR SPARICO, T? OR SPARICO T? OR DOWNS, M? OR DOWNS, M?)
S5	0	JSW()INVESTMENTS
S6	651448	S3(3N) (SHOP??? OR PURCHASE?? OR PURCHASING OR ORDER?? OR ORDERING OR BUY??? OR CHARG??? OR SHOP???? OR PAY()PER()VIEW OR RESERVE OR RESERVATION??)
S7	45335	S6(3N) (MERCHANT?? OR AGENT?? OR ATTENDANT?? OR SPONSOR??? - OR STORE OR CATALOG OR SERVICE?? OR (THIRD OR 3()RD OR 3RD) () - (PARTY OR PARTIES OR PERSON??) OR CUSTOMER()SERVICE??)
S8	40	S2(3N)S7
S9	29	RD (unique items)
S10	0	S9 AND S4
S11	15	S9 NOT PY>2001
S12	2405	S1(3N)S3(3N)S7
S13	31	S12(3N)QUEUE???
S14	22	RD (unique items)
S15	22	S14 NOT S11
S16	18	S15 NOT PY>2001

11/3,K/1 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

04380253 Supplier Number: 46424469 (USE FORMAT 7 FOR FULLTEXT)
AMERITECH ENHANCES CALLER ID WITH LAUNCH OF FREE 'WAIT&SEE' SERVICE
PR Newswire, p531CLF009
May 31, 1996
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 585

... residential customers. Call Waiting is \$4.70 per month for Ameritech residential customers, if no **other** custom **calling services** are utilized. To **order** " **Wait &See**" or one of Ameritech's Call Management services, residential customers should call 1-800...

11/3,K/2 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

01309905 Supplier Number: 41537668
BT TYMNET SELECTED BY PRODIGY TO PROVIDE NATIONWIDE ACCESS
News Release, p1
Sept 6, 1990
Language: English Record Type: Abstract
Document Type: Magazine/Journal; Trade

ABSTRACT:
...banking and travel reservations. Members of the PRODIGY service receive these features through their regular **telephone** line. Unlike **other on-line services**, Prodigy **charges** a flat fee with no per minute charges.
...

11/3,K/3 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

04873630 (USE FORMAT 7 OR 9 FOR FULLTEXT)
M-TEL SPRINGS FEE ON CALLERS
Lesley Stones
BUSINESS DAY (SOUTH AFRICA), p3
March 30, 1999
JOURNAL CODE: FBUD LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 234

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... its parent company. MTN corporate affairs executive Jacques Sellschop said M-Tel was the last **service** provider to **charge** for **calling - line** identity. **Other** providers already charge up to R14 a month for the service. Users could ask to...

11/3,K/4 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

06133077 SUPPLIER NUMBER: 12633675 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Client complaints lead FBI to investigate Portland retailer. (Jacky Herbert
Travel, South Portland, Maine)**
Travel Weekly, v51, n74, p74(2)
Sept 14, 1992
ISSN: 0041-2082 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 788 LINE COUNT: 00062

... the line had received no payment by a specified date.
However, he said, Anderson then **called another reservations
agent** at the **line** and rebooked the cruise very close to the departure
date, and World Explorer did not...

11/3,K/5 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

04794303 SUPPLIER NUMBER: 08839196 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**BT Tymnet: selected by Prodigy to provide nationwide access. (to the
PRODIGY videotex service)**
EDGE: Work-Group Computing Report, v1, n16, p10(1)
Sept 10, 1990
LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 406 LINE COUNT: 00032

... banking and travel reservations.
Members of the PRODIGY service receive these features through their
regular **telephone** line. Unlike **other on- line services** , Prodigy
charges a flat fee with no per minute charges.
For the 60 million Americans that have...

11/3,K/6 (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

04793811 SUPPLIER NUMBER: 08836606 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**BT Tymnet: selected by Prodigy to provide nationwide access. (to the
PRODIGY service)**
EDGE, on & about AT&T, v5, n111, p17(1)
Sept 10, 1990
LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 406 LINE COUNT: 00032

... banking and travel reservations.
Members of the PRODIGY service receive these features through their
regular **telephone** line. Unlike **other on- line services** , Prodigy
charges a flat fee with no per minute charges.
For the 60 million Americans that have...

11/3,K/7 (Item 4 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

03001570 SUPPLIER NUMBER: 04511698 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**AT&T begins offering new interstate service options called AT&T PRO America
II and AT&T PRO American III, for business customers who make more than
25 hours of long-distance calls each month.**

PR Newswire, NYPR87
Nov 12, 1986
LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 438 LINE COUNT: 00035

... made over standard telephone lines. Customers can make and receive local, interstate, intrastate or international **calls** over the **same telephone line**.

-- Customers can **order** and establish **service** quickly to respond to their business needs, especially to changes in calling patterns caused by...

11/3,K/8 (Item 1 from file: 160)
DIALOG(R)File 160:Gale Group PROMT(R)
(c) 1999 The Gale Group. All rts. reserv.

02488272
Phonetel Technologies - Customers
S1 SEC Registration November 13, 1989 p. N/A

... other pay telephone vendors. The Company subcontracts the operator assisted service for its Florida pay **telephones** through **another** operator **service** provider because the **line charges** make it less profitable for the Company to handle the calls directly through its Cleveland...

11/3,K/9 (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

01363195 SUPPLIER NUMBER: 08568398 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Follow-up on Japan's satellite office plans, and a comment on
"tele-ethic-trivia" (a follow-up to an article in the May 1990 issue on
the current and planned use of satellite and resort offices in Japan)
Telecommuting Review: the Gordon Report, v7, n6, p1(4)
June 1, 1990
ISSN: 8756-7431 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1743 LINE COUNT: 00138

... telecommuting as residential lines. The rationale behind this decision, which I support, is that the **same phone line** and **phone service**, if **ordered** as a business **line** by the employer, would cost up to several times more for installation and per month...

11/3,K/10 (Item 1 from file: 634)
DIALOG(R)File 634:San Jose Mercury
(c) 2006 San Jose Mercury News. All rts. reserv.

04038955
CATALOG OFFERS WOODWORKERS LOTS OF IDEAS
SAN JOSE MERCURY NEWS (SJ) - Thursday, May 14, 1987
By: GENE AUSTIN, Knight-Ridder News Service
Edition: Morning Final Section: Garden Page: 7C
Word Count: 310

... Make It," send \$3.95 to Craft Patterns, Box 502, St. Charles, Ill. 60174. To **order** patterns without **waiting** for a **catalog**, **call** (312)

584-3334.

Another good source of patterns, including an Adirondack chair, toys, furniture and some small shelves, is...

11/3,K/11 (Item 1 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

1064315 00-29314
Some GTE customers in county to access Internet
Van Zandt, Joe
Kenosha News (Kenosha, WI, US) pB8
PUBL DATE: 990420
WORD COUNT: 246
DATELINE: Kenosha, WI, US, North Central

TEXT:

...monthly fee to \$18.95 for one year for customers who order GTE long-distance **service** or who **purchase** a second **telephone line** at the **same** time they sign up. For customers traveling in an area without a local dial number...

11/3,K/12 (Item 2 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

0655210 96-11965
Entry of BellSouth rivals may be delayed
Spanberg, Erik
Business Journal-Charlotte (Charlotte, NC, US), V10 N34 s1 p8
PUBL DATE: 951204
WORD COUNT: 730
DATELINE: Charlotte, NC, US, South Atlantic

TEXT:

...pay for it," says Metcalf. He says the cost is made up through overcharging for **other services**, such as **call - waiting**, and access **charges** long-distance carriers pay local providers to connect calls.

"We still have to maintain universal...

11/3,K/13 (Item 3 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

0162654 90-45840
BT Tymnet Selected by Prodigy to Provide Nationwide Access
Brandt, Rick
Business Wire (San Francisco, CA, US) s1 p1
PUBL DATE: 900906
WORD COUNT: 264
DATELINE: San Jose, CA, US

TEXT:

...banking and travel reservations.

Members of the PRODIGY service receive these features through their regular **telephone** line. Unlike **other on-line services**, Prodigy **charges** a flat fee with no per minute charges.

BT Tymnet Inc.

BT Tymnet Inc., an...

11/3,K/14 (Item 1 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

01353577 Supplier Number: 41642426 (USE FORMAT 7 FOR FULLTEXT)
NETWORK COMPONENT REPORT: BT TYMNET TO PROVIDE NATIONWIDE ACCESS
Telecom Outlook, v3, n10, pN/A
Nov, 1990
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 439

... banking and travel reservations. Members of the PRODIGY service receive these features through their regular **telephone** line. Unlike **other on-line services**, Prodigy **charges** a flat fee with no per minute charges.

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11/3,K/15 (Item 2 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

01323110 Supplier Number: 41543031 (USE FORMAT 7 FOR FULLTEXT)
ESCON: NEW IBM CONNECTION ARCHITECTURE SENDS DATA FASTER & FARTHER. FIBER OPTIC CHANNELS ARE 1st MAJOR ADVANCE IN CHANNEL ARCHITECTURE SINCE SYSTEM/360.
EDGE, on & about AT&T, v5, n111, pN/A
Sept 10, 1990
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 1440

... banking and travel reservations.
Members of the PRODIGY service receive these features through their regular **telephone** line. Unlike **other on-line services**, Prodigy **charges** a flat fee with no per minute charges.
For the 60 million Americans that have...

16/3,K/1 (Item 1 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2006 The Gale Group. All rts. reserv.

02437456 Supplier Number: 24834956 (USE FORMAT 7 OR 9 FOR FULLTEXT)
VIETNAM RAIL SERVICE TO LAUNCH USER-FRIENDLY TICKETING SYSTEM
(Vietnam Railway Federation plans launch of trial phone /fax/e-mail
ticketing service in order to shorten queues at railway ticket
offices for improved customer service)
AsiaPulse News, p n/a
April 27, 2001
DOCUMENT TYPE: Custom Wire (Southern & Eastern Asia)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 405

(Vietnam Railway Federation plans launch of trial phone /fax/e-mail
ticketing service in order to shorten queues at railway ticket
offices for improved customer service)

16/3,K/2 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

01900634 05-51626
Closing the Web deal: Answering customer queries
Hurwicz, Michael
Data Communications v28n12 PP: 21-22 Sep 1999
ISSN: 0363-6399 JRNL CODE: DCM
WORD COUNT: 1013

...TEXT: customer click a call-back button on the Web page that puts a
request to **call** the customer into the **agent's queue**. But
long-distance **charges** and the cost of the agent's time make this pricy.

There are cheaper options...

16/3,K/3 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

01634766 02-85755
**Call center products from: Applix Aspect Clarent GWI Nuance Siemens
and Voice Control Systems**
Anonymous
Telemarketing & Call Center Solutions v16n7 PP: 18, 132+ Jan 1998
ISSN: 0730-6156 JRNL CODE: TLM
WORD COUNT: 2585

...TEXT: screen space while giving users fast access to information and
system functions. These include: Interactive **Call Routing & Queue**
Control, by which supervisors and allowed **agents** can view customers
waiting in queue and **reserve specific calls** for specific agents;
Softphone, Siemens Hicom 300E telephone features, including ACD agent
features, appear as...

16/3,K/4 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

(c) 2006 ProQuest Info&Learning. All rts. reserv.

00704603 93-53824

A direct line to improved customer service

Daniels, Art

CMA Magazine v67n3 PP: 21-24 Apr 1993

ISSN: 0831-3881 JRNL CODE: RIA

WORD COUNT: 1777

...TEXT: province (48-hour file currency) and quick access to the database (three to five minutes' wait in a telephone queue for inquiries). In order to achieve these service levels in 1991, the branch required 40 data entry/inquiry operators working over two shifts...

16/3,K/5 (Item 1 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2006 The Gale Group. All rts. reserv.

06615625 Supplier Number: 55677548 (USE FORMAT 7 FOR FULLTEXT)

Closing the Web Deal: Answering Customer Queries.(Internet/Web/Online Service Information)

Hurwicz, Michael

Data Communications, p21

Sept 7, 1999

Language: English Record Type: Fulltext Abstract

Document Type: Magazine/Journal; Trade

Word Count: 1037

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...customer click a call-back button on the Web page that puts a request to call the customer into the agent's queue. But long-distance charges and the cost of the agent's time make this pricy.

16/3,K/6 (Item 2 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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05597545 Supplier Number: 48471140 (USE FORMAT 7 FOR FULLTEXT)

PC ServiceSource Launches New Customer Program.

Business Wire, p05070322

May 7, 1998

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 317

... to their agreed purchasing level that may be applied toward reporting packages, Expressback coupons, minimum order fees, call queues, core returns, sourcing services, restock fees, and freight rewards. Program members choose how to apply their points in order...

16/3,K/7 (Item 3 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2006 The Gale Group. All rts. reserv.

05004927 Supplier Number: 47350401 (USE FORMAT 7 FOR FULLTEXT)

Bandwidth Brokers: An emerging class of integrators is bringing new skills

to managing bandwidth resources. And none too soon.
Medford, Cassimir
VARbusiness, p64
May 1, 1997
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 2803

... and 3Com Corp., that have recognized this problem and promised to deliver what they are **calling** Quality Of **Service** (QoS). This bandwidth **reservation**, **queuing** and traffic prioritization scheme would let VARs and network managers control the allocation of bandwidth...

16/3,K/8 (Item 4 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

04486963 Supplier Number: 46587054 (USE FORMAT 7 FOR FULLTEXT)
NETSPEAK's HOT INTERNET SUN PRODUCT
Computer Telephony, p120
August, 1996
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1886

... users to the first available agent in a specified department (i.e. Sales, Technical Support, **Customer Service**, **Reservations**). WACD **queues** the inbound **calls** until agents are free.
The system plays custom outgoing messages and sends URLs to the...

16/3,K/9 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

09560693 (USE FORMAT 7 OR 9 FOR FULLTEXT)
IF PAST experiences of visiting the travel agent have involved queuing in a cramped shop while phones ring, children cry and everyone around you loses their temper, fear no more.
MATT STEPHENSON
HULL DAILY MAIL, Hull Daily Mail (FridayCity11) ed, p12
February 11, 2000
JOURNAL CODE: FHDM LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 659

IF PAST experiences of visiting the travel agent have involved queuing in a cramped shop while phones ring, children cry and everyone around you loses their temper, fear no more.

16/3,K/10 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

09492445 SUPPLIER NUMBER: 19415351 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Bandwidth brokers. (VARs specializing in bandwidth allocation) (Industry Trend or Event) (Cover Story)
Medford, Cassimir
VARbusiness, v13, n7, p64(7)

May 1, 1997

DOCUMENT TYPE: Cover Story ISSN: 0894-5802 LANGUAGE: English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 2982 LINE COUNT: 00245

... and 3Com Corp., that have recognized this problem and promised to deliver what they are **calling** Quality Of **Service** (QoS). This bandwidth **reservation**, **queuing** and traffic prioritization scheme would let VARs and network managers control the allocation of bandwidth...

16/3,K/11 (Item 2 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

09372243 SUPPLIER NUMBER: 19231635 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Inbound call management technology: rethinking the role of the ACD.
(automatic call distributor)

Davis, Tim
Telemarketing & Call Center Solutions, v15, n7, p42(4)
Jan, 1997
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 2363 LINE COUNT: 00178

... But a database application can be written to instruct the switch to hold onto the **call** for a certain period of time, **waiting** for this particular agent, although five other **agents** are in the **queue**. In **order** to **service** this customer to the highest level, it may be necessary to place him on hold...

16/3,K/12 (Item 3 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

07809962 SUPPLIER NUMBER: 16794692 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Consolidator Queue Travel sets up shop in Coral Gables, Fla.

Blum, Ernest
Travel Weekly, v54, n28, p10(2)
April 10, 1995
ISSN: 0041-2082 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 656 LINE COUNT: 00051

... the availability through their CRS system and make the reservation through that system, she said.

Queue takes over the **reservation** when the **agent** **phones** the consolidator and sends payment, she said.

Tickets are sent by overnight courier, she added...

16/3,K/13 (Item 1 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

01897831 SUPPLIER NUMBER: 17980356 (USE FORMAT 7 OR 9 FOR FULL TEXT)
ACD software roundup. (Automatic call distributor) (includes related

articles on Second City's use of Globe Star Systems' ACD-Star for Norstar and Rollerblade's use of Telecorp Products' ACD performance software) (Buyers Guide)

Teleconnect, v13, n12, p73(8)

Dec, 1995

DOCUMENT TYPE: Buyers Guide ISSN: 0740-9354 LANGUAGE: English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 3518 LINE COUNT: 00299

... the option of dialing 0 at any time to be routed into the ACDStar's **reservation queue**. **Reservation agents** also handle **calls** from the general administration 800 lines, which are prioritized to ensure that they are answered...

16/3,K/14 (Item 1 from file: 553)
DIALOG(R)File 553:Wilson Bus. Abs.
(c) 2005 The HW Wilson Co. All rts. reserv.

04069709 H.W. WILSON RECORD NUMBER: BWBA99069709 (USE FORMAT 7 FOR FULLTEXT)

Honoring true excellence.

AUGMENTED TITLE: 1999's Award for Call Center Excellence winners
Teleprofessional Magazine v. 12 no8 (Aug. 1999) p. 34-5+
LANGUAGE: English
WORD COUNT: 4486

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

... thus avoiding drops in productivity. Edge programmed script fields to display details like model number, **store** where **purchased** and credit availability. **Queue** management was employed to maximize after-business **calls**, the best time to reach potential customers. The program is a blended campaign, allowing agents...

16/3,K/15 (Item 2 from file: 553)
DIALOG(R)File 553:Wilson Bus. Abs.
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03050591 H.W. WILSON RECORD NUMBER: BWBA95050591
ACD technology: beyond next available agent.
Herel, Charles
Telemarketing (Telemarketing) v. 13 (June '95) p. 45-6+
LANGUAGE: English

ABSTRACT: Traditionally, automatic **call** distribution (ACD) technology routes **calls** based on idle- **agent queuing in order** to even out the workload among agents. As the role of the call center has...

16/3,K/16 (Item 1 from file: 647)
DIALOG(R)File 647:CMP Computer Fulltext
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01199387 CMP ACCESSION NUMBER: DAC19990907S0017
Closing the Web Deal: Answering Customer Queries
Michael Hurwicz
DATA COMMUNICATIONS, 1999, n 2812, PG21
PUBLICATION DATE: 990907
JOURNAL CODE: DAC LANGUAGE: English
RECORD TYPE: Fulltext
SECTION HEADING: The Business Case

WORD COUNT: 1027

TEXT:

... customer click a call-back button on the Web page that puts a request to **call** the customer into the **agent 's queue** . But long-distance **charges** and the cost of the agent's time make this pricy.

16/3,K/17 (Item 2 from file: 647)
DIALOG(R)File 647:CMP Computer Fulltext
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01125365 CMP ACCESSION NUMBER: VAR19970501S0026
Bandwidth Brokers - An emerging class of integrators is bringing new skills to managing bandwidth resources. And none too soon.
Cassimir Medford
VARBUSINESS, 1997, n 1307, PG64
PUBLICATION DATE: 970501
JOURNAL CODE: VAR LANGUAGE: English
RECORD TYPE: Fulltext
SECTION HEADING: Cover Story
WORD COUNT: 2837

... and 3Com Corp., that have recognized this problem and promised to deliver what they are **calling** Quality Of **Service** (QoS). This bandwidth **reservation** , **queuing** and traffic prioritization scheme would let VARs and network managers control the allocation of bandwidth...

16/3,K/18 (Item 1 from file: 810)
DIALOG(R)File 810:Business Wire
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0767259 BW1199

SIEMENS: Siemens Enhances Personalized Service and Efficiency in the Call Center Through Expanded Virtual Group Applications Suite

November 03, 1997

Byline: Business Editors

...while giving users fast and easy access to information and system functions. These include:
-- Interactive **Call** Routing & **Queue** Control. Supervisors and allowed **agents** can view customers **waiting** in **queue** and **reserve** specific **calls** for specific agents. An employee can create or change a caller's profile and send...